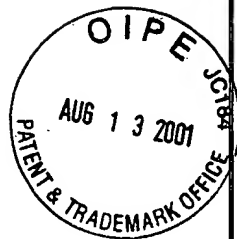


IN THE UNITED STATES PATENT AND TRADEMARK OFFICE



Applicant(s): Mingtse Chen, Anil K. Annadata, Kuang Huang
Assignee: Siebel Systems, Inc.
Title: User Interface For Multi-Channel Communication
Serial No.: 09/823,531 Filing Date: March 31, 2001
Examiner: Unknown Group Art Unit: 2171
Docket No.: M-11528 US Client Ref. No.: SIEB062/US

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AUG 16 2001
Technology Center 2100

San Jose, California
August 8, 2001

COMMISSIONER FOR PATENTS
Washington, D. C. 20231

PRELIMINARY AMENDMENT

Dear Sir:

The following Amendments and Remarks are submitted for entry into the application filed on March 31, 2001, serial number 09/823,531. This Preliminary Amendment is submitted prior to the first Office Action on the merits in the above-captioned case. Entry of this amendment is respectfully requested.

IN THE ABSTRACT

On line 7, please ~~change~~ --include-- to "includes".

IN THE SPECIFICATION

A substitute specification is being co-filed with this preliminary amendment.

Applicants respectfully request to replace the existing specification with the substitute specification. No new matter has been added.

IN THE CLAIMS

The following is a clean version of the entire set of pending claims. Claims 11-12 and 14-16 are requested to be cancelled without prejudice. In accordance with 37 CFR § 1.121(c)(1)(ii), Attachment A provides marked up versions of the claims containing the newly introduced changes.